



TPOC Portal Training

HOW TO LOCATE THE COMMITMENT PACKAGE

Learning Objectives

By the end of this training, you should be able to:

- Locate the Commitment Package
- Download the Documentation

Helpful Contacts

General Questions

SFAask@thda.org

Lock Questions

lockdesk@thda.org

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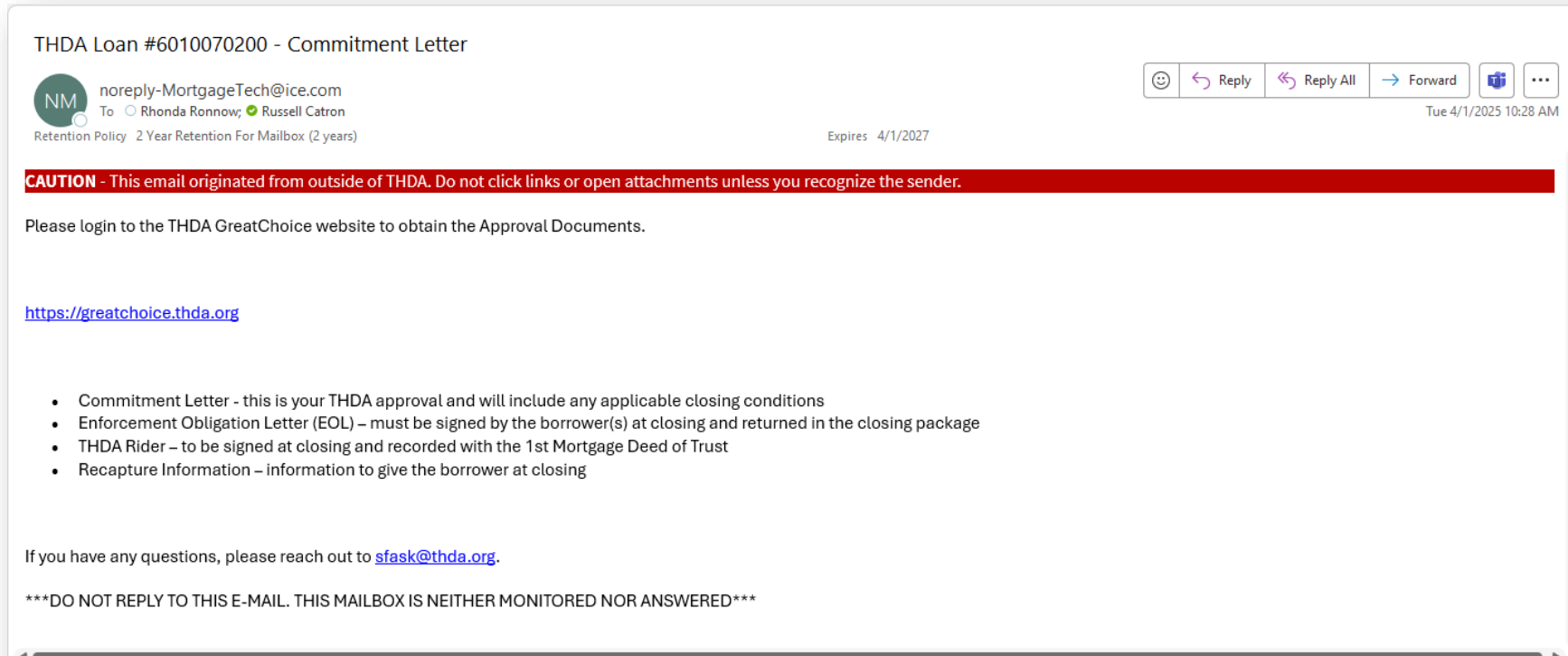
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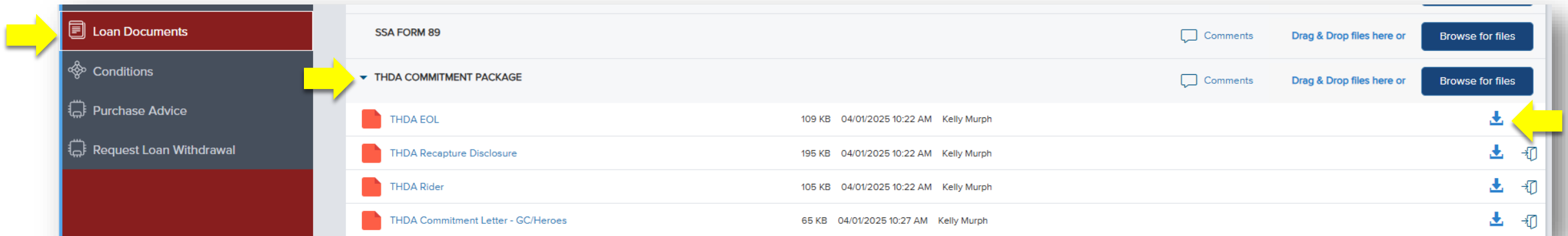
Commitment Letter Email Notification

1. Once the loan has been cleared for commitment, the Processor on the loan will receive a notification email stating that the Commitment Package is ready.
2. You can see there are multiple documents listed in the email. The number of documents will vary based on loan type.
3. You will need to log into the loan to download these documents to be signed by the borrower at closing.



Commitment Package Retrieval

1. Once you log into the loan, you will go to the Loan Documents tab.
2. A new folder has appeared called the THDA Commitment Package.
3. Click the arrow on the left of the folder to see the Commitment Documents.
4. You can then either click the name of the file or click the blue arrow on the right to download and open the pdf.
5. You can then save and print the documents as needed for closing.



The logo features a blue silhouette of a house with a chimney. To the right of the chimney are three red stars of varying sizes, arranged in a cluster.

Tennessee Housing Development Agency

THANK YOU!
